COVID-19 Emergency Operations Center

Standard Operating Procedure
Surge Management Adaptations

Subject: Surge Management for Medical Shelter Sites

---

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on managing infection surges and adapting to the demands at Medical Shelter sites.

2. Procedures

- **Surge Monitoring**
  - When a 70 room facility reaches 30 remaining rooms, or 65% capacity, give leadership an alert.
  - When a 70 room facility reaches 20 remaining rooms or 75% capacity, notify leadership with urgency as additional steps may need to be made to manage infection spread.

- **Surge Management**
  - Cleaning - With increased usage or high census, determine if it is necessary to increase room cleanings to turn over the rooms more quickly to provide for capacity.
  - If necessary, submit for daily cleanings and on weekends.
  - In extreme situations, it may be necessary to also request overnight cleanings.
  - Meals - As capacity is reached, be sure to plan for contingency meals. If at 65% capacity, order at least 10 contingency meal packs daily. Also increase the shelf-stable or frozen meal stock to accommodate demands.
  - Maintenance – As usage increases, anticipate more strain on the facility and more maintenance needs. Turn over maintenance requests as soon as possible. Stock a contingency of consumable supplies such as toilet paper, light bulbs and batteries.